

# Hadi Gunawan

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## **SUMMARY**

An aspiring Business Intelligence, Data Analyst with an academic background in Informatics Engineering (Computer Science) from Universitas Pamulang. With 6 Months of hands-on experience as a Business Intelligence Developer at Unilever, 9 months of hands-on experience as a Tableau Developer and an additional 3-month internship as a Data Analyst, I possess a solid foundation in data analysis and visualization.

My passion lies in the field of data science, and I am eager to explore various roles such as data analyst, business intelligence specialist, data engineer, and more. While I have focused on data-related domains, I remain open to exciting opportunities in diverse fields.

Throughout my academic journey and career, I have honed my skills in various data science tools and methodologies. My proficiency includes SQL, databases, Tableau, Power BI, Google Data Studio, Python and Microsoft Excel (Including more Microsoft Offices program). Furthermore, I have developed essential soft skills, including effective communication, negotiation, problem-solving, and collaboration, which have proven invaluable during my previous work engagements.

## **EXPERIENCE**

**Unilever, (September 2023 – March 2024)**

### ***Business Intelligence Developer***

- Developed end-to-end Power BI dashboards, encompassing maintenance and data cleaning processes (ETL) to uphold data integrity and accuracy consistently.
- Collaborated closely with key stakeholders, including users and Unilever Business Units (BU), to assess data requirements effectively and deliver actionable insights.
- Implemented agile methodologies to ensure smooth collaboration with all parties, including vendors, for comprehensive data governance and data quality initiatives. This involved cleansing, validating, and updating vendor-provided data, along with conducting weekly update meetings to ensure alignment on data deliverables and maintain data quality standards.
- Conducted run-throughs of milestone events prior to dashboard launches for business units, overseeing User Acceptance Testing (UAT) processes to ensure dashboard functionality and user satisfaction.

- Demonstrated a strong commitment to continuous learning through active engagement with internal learning programs, remaining abreast of industry trends, and honing skill sets to foster innovation and efficiency in Data and Analytics (D&A) practices.

**PT. Bank Negara Indonesia (Persero) Tbk, (October 2022 – July 2023)**

***Data Analyst – Tableau Developer***

- Proficiently translated mockups and data requirements into highly functional Tableau dashboards. Developed a strong understanding of user needs and effectively implemented data visualizations to deliver actionable insights.
- Prepared detailed user guides, documentation, and reports to accompany Tableau dashboards, ensuring users' seamless understanding and successful utilization of the provided data tools. Provided responsive support and addressed user queries, resulting in enhanced user engagement.
- Worked closely with stakeholders, including team leads, engineers, and end-users, to assess data needs and gather feedback for iterative improvements. Employed effective communication and project management skills to deliver dashboards that met or exceeded expectations.

**SAC Indonesia, (June 2022 – September 2022)**

***Data Analyst Intern***

- Conducted thorough data validation, cleaning, and consolidation from diverse sources to ensure data accuracy for analysis.
- Played a key role in the successful completion of approximately 20 reports for clients during the internship. These reports provided valuable insights into key metrics and trends, supporting clients in making informed business decisions.
- Contributed to social media sentiment analysis and competitor analysis projects, providing valuable data to enhance clients' market positioning and strategic planning.

**Myrepublic Indonesia, (August 2018 – July 2020)**

***Retention and Winback***

- Proactively conducted outbound calls to prevent customer churn, utilizing a customer-centric approach to upsell products, conduct surveys, and provide personalized assistance, resulting in optimal retention.
- Collaborated effectively in resolving customer issues and escalating critical reports, streamlining processes and enhancing satisfaction. Proficient in Google Sheets, CRM, Zendesk, and internal tools for efficient task management.

- Consistently exceeded 100% of KPIs monthly, showcasing dedication and results-driven focus in achieving organizational goals.

## **EDUCATION**

**Universitas Pamulang, (August 2017 – September 2021)**

***Informatics Engineering (Computer Science)***

**GPA: 3.46/4.0**

## **SKILLS**

**Hard Skills:** SQL, Tableau, Python, Power Bi, Google Sheets, Google Data Studio, Ms. Office (Excel, Word, etc), Figma, Canva, MySQL, SQL Server, Google BigQuery, HTML, CSS, Github, VSCode.

**Soft Skills:** Communication, Critical Thinking, Teamwork, Adaptability, Problem-Solving, Collaboration.

## **LANGUAGE**

- Bahasa Indonesia: Native Speaker
- English: TOEFL Score 533

## **LICENSE AND CERTIFICATIONS**

### **Data Analyst With Python (DataCamp)**

Learning and practicing all the skill needed for a data analyst, including SQL, BI tools, statistics, etc.

### **SQL Fundamentals Track (DataCamp)**

Learning and practicing about Structured Query Language (SQL), in this course I'm learning from basic to intermediate, window functions, correlated queries, nested queries, Common Table Expressions (CTE), built-in PostgreSQL functions and many more.

### **Python Fundamentals Track (DataCamp)**

Learning and practicing about python from basic (Data Analysis, Exploratory Data Analysis (EDA)), learn some packages and libraries such as Pandas, Matplotlib (Data Visualization), and NumPy.